



# IHSS

IN-HOME SUPPORTIVE SERVICES  
TRAINING ACADEMY

A PROJECT OF THE SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK

## Communicating with Your Recipient

As a provider, it is important to communicate with your recipient(s) about workweek scheduling. There are some important considerations if you work for more than one recipient or if your recipient has more than one provider.

### Provider Responsibilities:

- *If you work for only one recipient*, you may work all of his/her authorized hours. If you work for *more than one recipient*, make sure the total hours you work in a workweek for **all** recipients does **not** total more than 66 hours per week.
- Tell the recipient when and how many hours you are available. This helps the recipient decide if he/she will need to hire additional providers to cover their authorized hours.
- Do not work or claim more hours than you are assigned by your recipient(s).
- Read the [Provider Notification of Recipient Authorized Hours and Service and Maximum Weekly Hours \(SOC 2271\)](#) which tells you your recipient's monthly authorized hours, maximum weekly hours and the services you are allowed to perform.

### Recipient Responsibilities:

- Set a schedule for each provider so that the total hours worked by all providers is not more than their monthly authorized hours or maximum weekly hours.
- Read the [Recipient Notice of Maximum Weekly Hours \(SOC 2271A\)](#) which will tell the recipient how many maximum weekly hours they can have their provider work for them.
- Be aware if their provider works for other recipients. They may have to hire another provider if he/she cannot work all of the recipient's authorized IHSS hours.
- Understand how to adjust their hours from week to week if there is a need and when to obtain county approval or not.